

# NCRN

Nursing Centers  
Research Network

Improving Health - Expanding Science

Volume 2 Issue 6

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UWM

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## Message from the Chair

Greetings,

*As autumn nears our doorstep and the season changes, there are many changes ahead for NCRN.*

*This newsletter brings news on a number of exciting initiatives from our partners, NNCC and INC, as well as our own continued success in several research projects.*

*After 3 years of serving as Chair/Director and as a member of the AHRQ PBRN Steering Committee, I am "passing the baton" to other leaders within our membership. It has been an honor to serve as Chair and it is exciting to think about our future given the excellent slate of candidates nominated for Chair, Chair-elect, and Secretary. Thank you to those who have accepted the Nomination to serve as an officer!*

*Congratulations to Dr. Susan Beidler who was selected by AHRQ as the new representative to the Steering Committee. It is an important role, given we are the only network to represent nursing at the PBRN "table".*

*Many thanks to those who served on the bylaws committee: Kay Roberts, Mary Jo Baisch, Susan Beidler, Tine Hansen-Turton, and Betty Koepsel.*

*We send a fond farewell to several individuals who have served*

*NCRN well over the years. Best wishes to Dr. Mike Bleich as he begins a new role as Dean for the Oregon Health and Science University. Mike has been a longtime member and has served as secretary the last 2 years. He will be missed!*

*NCRN staffers, Betty Koepsel, NCRN Coordinator and Jen Weinzerl, Research Specialist have also assumed new roles within UWM and will be leaving their NCRN roles in October. Look for new faces of support staff this fall as we transition into new leadership. Deep thanks to both of them for their commitment and energy over the past several years!*

*Finally, in November I will be leaving for Georgetown University, in a new role as the Scanlon Endowed Chair for Values Based Health Care. I plan to remain in touch with all of you and to support the new officers as they continue to elevate the NCRN into a premier research network!*

With warm regards, *Laura*



## NCRN/NNCC Joint Members

*We are delighted to highlight just a couple of our new NCRN/NNCC Joint Members!!*



**Morehead Center for Nursing Practice**  
College of Nursing Nebraska Medical Center

**UIC Integrated Health Care**, established in 1998, provides integrated physical and mental health services to individuals with severe and persistent mental illness, via 4 nurse-managed clinics. Services are provided by UIC faculty family nurse practitioners and mental health clinical nurse specialists.



**Purdue University's Trinity Nursing Center** for Infant and Child Health, opened in April 2006, provides health and developmental assessment for children ages birth to 18 years.

## NNCC Credentialing Initiative

The NNCC has established a task force to develop credentialing standards for Nurse Managed Health Centers. The NCRN was represented by members Jim Hawkins from the Medical College of Georgia, Kathy Christiansen, from the University of Illinois-Chicago, Pat Schafer, from Grand Valley State University and Mary Jo Baisch, from the University of Wisconsin-Milwaukee. These four were joined by eight other members of NNCC and INC at the Philadelphia offices of the Independence Foundation, who also funded the meetings held on March 28-29.



## NCRN Member Research Projects

**The University of Nebraska Medical Center CON** recently received a five year grant for \$1.6 million from the US Health Resources and Services Administration (HRSA).

The purpose of this grant is to enhance diabetes self-care management skills provided by the CON nursing centers located across the state through implementation of the latest research. The grant will also provide opportunities for students to apply their classroom and research knowledge through direct patient care, involvement in performance improvement activities, and participation in research. The goal is to build an integrated system across all centers to provide an innovative, comprehensive client-centered program of diabetes risk and disease management based on the Chronic Care Model as well as providing student experiences in caring for these clients. Three working groups will lead this process, including an intervention team, a performance improvement team and a translational research team.



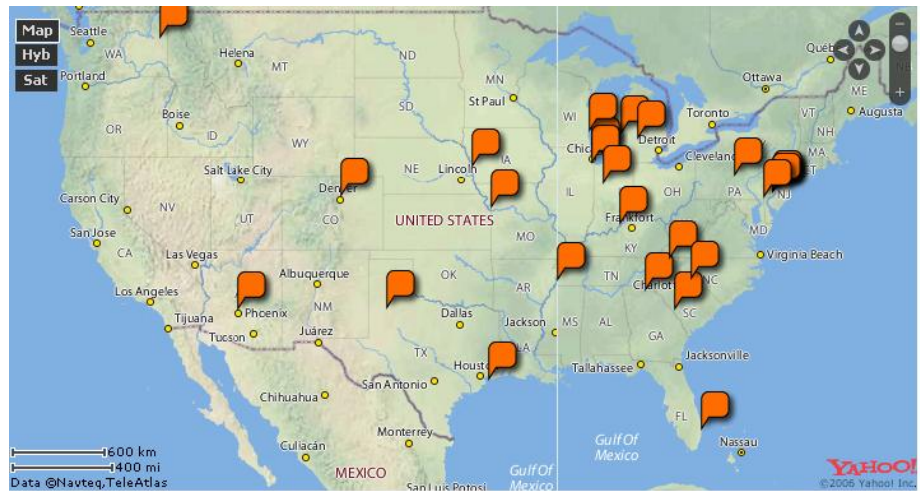
The project expects to serve at least 750 patients with Type 2 diabetes and 140 undergraduate and 34 graduate nursing students, and plans to incorporate collaboration with other health care professionals to provide evidence based care to the diabetic clients served across the state. The project will be implemented in the Family Health Care Center, a nurse-managed primary care practice; the Mobile Nursing Center, a nurse-managed health promotion and disease prevention service; the Ambulatory Care/ Community Health program, an in-home health promotion and disease prevention project for at-risk families; and the Senior Health Promotion Clinic, an area agency on aging affiliated project.

In addition, faculty practicing in community health centers in central and western Nebraska will be implementing the program as well. Teresa Barry, PhD, RN is the project director for the grant. Additional CON faculty involved in nursing center practices across the state are Susan Beidler, PhD, MBE, APRN associate project director (Omaha), Kathy Kaiser, PhD, RN (Omaha), Catherine Binstock, MSN, ARNP (Omaha), Rita Antonson, MSN, ARNP (Lincoln Division), Debora Quinn, MSN, APRN (Kearney Division) Jane Brown, MSN, APRN and Wendy Wells, MSN, APRN (both of Western Nebraska Division). For more information, contact: Jan Herzog, Project Nurse Coordinator: 402-559-5487.

## AHRQ PBRN Locations

The Agency for Healthcare Research and Quality recently developed a map that highlights research networks across the country.

Can you locate the current headquarters of the NCRN?



## Australia: International Nursing Centers Conference



**Global Healthcare for Vulnerable Populations Conference, Auckland.** The photo includes NNCC/NCRN members Anita Bamford-Wade, Auckland University of Technology, Chris Esperat, University of Texas, Bev McKean, Auckland University of Technology, Ken Miller, University of Delaware, Tine Hansen-Turton, NNCC, Paul Wade, Auckland, and Mary Jo Baisch, UWM.



## Institute for Nursing Centers (INC)

### **Second Annual Aggregate Report From the Data Warehouse**

The second annual Aggregate Report from the INC Data Warehouse is now available. The report is based on data collected from 27 Nurse Managed Health Centers reporting on financial and clinical data from fiscal year 2005/2006. The Aggregate Report may be purchased by the general public. The cost of the report is \$200 per organization or \$100 per individual. To purchase the report, contact Krysten Pierce at [kpierce@mphi.org](mailto:kpierce@mphi.org) or (517) 324-8345. The report may also be purchased by visiting our website at [www.nursingcenters.org](http://www.nursingcenters.org).

### **FREE NMHC Marketing Brochure Available**

INC and partners are proud to announce the release of a marketing brochure designed specifically for Nurse Managed Health Centers (NMHCs). The brochure is a tri-fold 8 ½" x 5 ½", multi-colored document that easily conveys the primary care services offered at NMHCs and the multiple benefits and opportunities NMHCs offer to both patient and business partners. The brochure is ideal for disseminating to potential partners, policy makers, and patients. There is even a pre-designed space available on the back of the brochure for you to add your center's contact information using a standard 1" x 4" mailing label. An electronic sample of the brochure is included at the end of this newsletter in PDF format.

The brochure is available to you at no cost. If you would like to order a limited quantity, please contact us or visit our website at [www.nursingcenters.org](http://www.nursingcenters.org).

## Member News

### **Michael Bleich Named OHSU School of Nursing Dean**

**Michael Bleich**, R.N., Ph.D., M.P.H., F.A.A.N., has been named dean of the Oregon Health & Science University School of Nursing. Dr. Bleich will be the 10th leader of the School of Nursing.

Dr. Bleich served as secretary for the NCRN for the past two years and was one of the founding members of the MNCC. He served as associate professor and associate dean of clinical and community affairs at the University of Kansas School of Nursing, as well as chairman of the department of health policy and management in the University of Kansas School of Medicine. He also serves as CEO and executive director of KU HealthPartners, Inc., the University of Kansas School of Nursing and the KU School of Allied Health faculty practice plan.

A nationally-recognized leader in nursing, Dr. Bleich has worked in health care as a clinician, educator and administrator throughout the Midwest. In his most recent positions, Dr. Bleich displayed enthusiasm for building community relationships, encouraging collaborations among health care professionals and developing leaders in clinical, educational, research and community environments.

As dean, Dr. Bleich will oversee education, research and faculty practice at the school's Marquam Hill campus in Portland and each of its satellite campuses.

**NCRN members say good-bye and best wishes to Mike!**

## NCRN Research News



### NCRN Members Work with INC to Revise Client Satisfaction Tool Elizabeth S. Fayram, PhD, RN

A committee of members of NCRN and INC has worked on revising the Satisfaction Survey used by many of the nurse-managed centers. This occurred as a result of the Client Satisfaction Study that several members of NCRN conducted in 2006-2007. This study utilized the framework of Penchansky and Thomas (1981) that addresses satisfaction in 5 dimensions: accessibility, accommodation, availability, affordability, and acceptability. While presenting the results of the study at the 2007 National Nursing Center Consortium Conference, it was noted that the survey did not cover the dimension of affordability, though comments from the clients did address this dimension.

The INC requested Dr. Elizabeth Fayram, University of WI-Milwaukee (UWM) and member of NCRN, to lead a committee to review, revise, and pilot test the Satisfaction Survey. Members of INC and NCRN were solicited to form a committee to analyze the tool for revisions. Members included Joanne Pohl, University of MI, Clare Tanner, Michigan Public Health Institute, Ramona Benkert, Wayne State University, Violet Barkauskas, University of Michigan, and Kay Roberts, University of Louisville.

The team evaluated the tool according to the 5 dimensions as well as other satisfaction tools. It was determined that additional questions regarding affordability, accessibility, and availability should be added. No changes were made to questions on the original tool based on previous psychometrics. The length of the tool was considered when adding additional items.

The four new questions added address affordability, ease of getting an appointment, follow-up, and getting the health care services needed. Literacy of the new items was considered. Reading level is at the 4<sup>th</sup> grade level, using the Flesch-Kincaid scale. The 4 questions were also reviewed for clarity and understanding by clients at the Harambee Nursing Center in Louisville, KY.

The revised scale was pilot tested at the 2 UWM community nursing centers: House of Peace and Silver Spring. Data was analyzed based on 32 surveys. This report has been forwarded to the INC for further evaluation.

Members of NCRN interested in the revised Satisfaction Survey should contact Clare Tanner and/or Joanne Pohl. **Thanks to all who participated.**

### AHRQ PBRN Steering Committee

Congratulations to Dr. Susan Beidler from the University of Nebraska Medical Center who was recently selected to represent nursing on the AHRQ PBRN Steering Committee.



# News

## 2008-2009 Membership Dues

If you haven't already done so please renew your NCRN Membership.  
The new year started July 1, 2008.  
We are now offering a Joint Membership with NNCC.  
For more information please contact Jennifer Weinzierl at 414 229-6921  
or at [jrandall@uwm.edu](mailto:jrandall@uwm.edu)

## UPCOMING EVENTS!!!

### \*\*Election of NCRN officers:

### Chair, Chair-elect, and Secretary

Many thanks to the following members for their commitment to serve!

Ballot:

Dr. Susan Beidler, University of Nebraska, Chair

Dr. Elizabeth Fayram, University of Wisconsin, Chair-Elect

Dr. Pat Schaefer, Grand Valley University, Secretary

\*\*Annual meeting October 10, 2008 via conference call

10AM Central

Call-in number: 1-800-462-1257 Passcode: 0831



"Everyday is a gift, that's why they call it the present."